

DEPARTMENT OF DEVELOPMENTAL SERVICES
JOB OPPORTUNITIES
INFORMATION TECHNOLOGY ANALYST 1

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: Candidates on current exam list and lateral transfers

Locations: East Hartford Office (North Region)
Waterbury Office (West Region)
Wallingford Office (South Region)

Job Posting No: 101915 (East Hartford)
101916 (Waterbury)
101917 (Wallingford)

Hours: 35 hours/week - Mon-Fri 8:30am-4:00pm

Salary: \$53,926 – \$ \$69,046 (EU-23)

Closing Date: July 16, 2012

Eligibility Requirement:

Candidates must have passed the **Information Technology Analyst 1** exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer. **Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.**

Examples of Duties:

Service/Help Support: Responds to calls, email and personnel requests for technical support; tracks status of all problems and monitors open problems; resolves simple to moderate problems by providing support on hardware and software products; resolves simple to moderate technical calls from customers; acts as liaison between other technical staff, users and vendors regarding Help Desk and service requests; monitors personal computer (PC) performance; Utilizes Numura Track IT software to track all Help Desk activities. Training users to access the LAN and to access basic Microsoft Office Applications (Word, Excel, Outlook).

Desktop Services: Diagnoses and resolves PC and simple software problems using a variety of diagnostic tools; uses diagnostic tools to identify hardware and/or software problems and initiates repair; rebuilds PCs and reconfigures user specific settings; installs new software releases of simple to moderate complexity; coordinates installation of and installs, modifies and maintains network components and PC hardware and/or software; assists in implementation of network and/or system hardware and software upgrades and/or enhancements; configures and installs terminal emulation software for host connection; Provides Level one support for Citrix Services and DDS Web Apps; Performs Network Administration utilizing Microsoft Active Directory and Group Policies (joining computers, user and group creation, user edits, OU restructuring File and folder movement from user to user home directory and file search for user Safeboot Administration for laptops only); Printer Support and repair; Assist with asset inventory

Network Services: Provides first level support for network connectivity, or related network issues for user community; assists with diagnoses and resolution of simple network problems; assists with the configuration of network components; resets and reinitializes devices when appropriate; assist in executing specific disaster recovery plans; provides user support and on the spot training to users; Support for remote connectivity with air cards and VPN access

Performs related duties as required.

General Experience: Five (5) years of experience in information technology (IT) operations support, programming or another IT related support area.

Special Experience: Two (2) years of the General Experience must have been performing basic technical support work in one of the following areas:

1. Help desk functions.
2. Installing and maintaining basic computer hardware and software.
3. Basic technical work in data communications, microcomputer support, production control or programming

NOTE: For State Employees basic technical support work is interpreted at the level of Information Technology Technician.

Special Requirements: Incumbents in these positions are required to travel.

Note: The filling of these positions will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a fully completed Application for Examination or Employment (CT-HR-12) located at www.das.state.ct.us/exam including the job Posting Number(s) and Location(s). Current State employees must also provide a copy of his/her last two performance appraisals. All application materials must be received by 11:59 p.m. on the closing date indicated above.

Send Applications To:

Department of Developmental Services — Central Office
460 Capitol Avenue
Hartford, CT 06106
Attn: Ms. Daimar Ramos
Email: Daimar.Ramos@ct.gov Phone: 860-418-6121 Fax: 860-418-6004

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.